



**Office of the Governor  
State Chief Information Officer**

## **Security Policy and Guidelines**

- Title:** Policy and Guidelines for Developing Privacy Policies for Users of State Information Systems
- Purpose:** To disclose to users of state information systems the individually identifiable information that may be collected when accessing state information systems, including Internet sites, and how that information may be used.
- Scope:** This policy applies to all public agencies, their agents or designees subject to Article 3D of Chapter 147, "State Information Technology Services." Use by local governments, LEAs, community colleges, constituent institutions of the University of North Carolina and other public agencies is encouraged to the extent allowed by general statutes.
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## **POLICY STATEMENT**

Agencies shall establish privacy policies that clearly delineate the level of privacy and/or anonymity an individual can expect when using the state's information technology services.

The privacy policy shall be written and provide notice to information technology users, including employees, of what, if anything, the state agency will be observing and monitoring, the circumstances under which such monitoring will take place, as well as any actions that may be taken as a result of information gained.

## **GUIDELINES**

Agencies are encouraged to select and use appropriate standards and best practices. Some possible privacy guidelines follow.

- Examine information technology processes and determine all instances in which individually identifiable information is collected when an individual uses agency information resources, such as Internet web sites.
- Have clear, written policies regarding information system user privacy.
- Inform users of any activities that are prohibited when using agencies' information systems.
- Establish a procedure for notifying individuals when information concerning their use of state information systems is requested, including instances where third parties seek information relating to an individual's electronic records, except in clearly specified situations.
- When appropriate, obtain a written receipt from the authorized users acknowledging that they have received, read and understood the agency's privacy policies.

## **Statewide Information Technology Policy**

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- Access to privacy policies on Web pages shall be marked with a hyperlink on an agency's home page and positioned so that the hyperlink is clearly visible.
- Specify the scope and manner of monitoring for any information system and never exceed the scope of any written monitoring statement in the absence of any clearly stated exception.
- Use "consent banners" to actively notify all users of any surveillance, filtering or monitoring.
- Limit the information collected about individuals to the minimum amount necessary to serve the purpose for which it was collected.
- Retain information for its period of usefulness and to satisfy legal requirements.

### **AUTHORITY**

The State CIO is authorized to adopt this policy. G.S. §147-33.110.